CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: PW518			
Classification Specification: <u>ADMINISTRATIVE ASSISTANT III</u>			
Salary Range: NR32 - Management Benefits Level C			
Position Description (Working Title): Public Works Administrative Assistant III			
Incumbent:			
Location: Public Works - Administration			

GENERAL PURPOSE:

Under the direction of the Public Works Director or designee, perform a wide variety of complex, clerical, technical, confidential, and responsible department-wide administrative support duties; coordinate and complete projects not requiring immediate attention of the director; supervise daily office operations and workflow including department-wide administrative and clerical staff; provide supervision of assigned staff; and coordinate staff assignments and coverage for all divisions/sections within the department as needed.

Work is characterized by a high degree of difficult, complex, specialized, and confidential administrative duties. The position requires the ability to make decisions and take responsibility for such decisions. The incumbent of this position, in conjunction with division/section managers, schedules, assigns, supervises, and/or monitors work production of assigned staff; conducts performance evaluations for administrative and clerical staff within the Public Works Department; investigates complaints; and coordinates/schedules employee leave time for assigned staff. In addition, the incumbent may have access to information and personnel matters that require the utmost level of confidentiality.

Work is performed under limited supervision. The supervisor sets the overall objectives and resources available. The incumbent and supervisor work together to develop the deadlines, projects, and work to be completed. The incumbent is responsible for the work, plans and carries out the assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives. The incumbent keeps the supervisor informed of progress, potentially controversial matters, or far reaching implications. Work is reviewed in terms of feasibility, compatibility with other work, or effectiveness of results.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serve as administrative assistant to the Public Works Director relieving the director of confidential, administrative, clerical, and technical details; responsible for providing department-wide administrative support; act as liaison between director, the general public, management, employees, and other City departments.

Perform supervisory responsibilities in accordance with the City's policies, procedures, and applicable laws. Responsibilities include, but are not limited to, training employees; establishing work performance standards, goals, and objectives; planning, assigning, directing, and evaluating work in progress and work to be completed; appraising performance; recommending promotions and disciplinary actions; addressing complaints; resolving miscellaneous personnel issues; approving/scheduling sick leave and vacation time; assisting in the interview process; and making recommendations to hire.

Assist the director, or designee, in developing procedures to expedite transmittal of information or facilitate implementation of policies and programs by analyzing and proposing functional improvements to staff and divisional organization and departmental policies and procedures.

Assist in developing the Department's goals and objectives; provide input for department policies and procedures; perform updates to any department policy and procedures manual; develop administrative support staff work program; and represent the department on various citywide committees.

Attend meetings, seminars, conferences, and training as appropriate; develop and train staff on computer applications; maintain a current understanding of department functions and programs; represent department as required; provide information to the Director on departmental and interdepartmental issues; and provide informational bulletins for department personnel.

Plan, coordinate, organize, and implement department-wide special projects as assigned such as creating new work space areas; identifying the needs and requirements for each workstation and work space; oversee, plan, coordinate, and purchase the department general equipment, computer equipment, software, telephones, supplies, and services from in-house as well as from outside vendors involving contact with sales representatives and vendors; maintain office supply inventory and track expenditures; research and analyze supplies, equipment, department services, and personnel needed for special projects in the department.

Promote a positive city image and good customer relations both in person and over the telephone on a professional level.

Prepare City Council and Public Works Committee agenda items, including backup materials.

Coordinate communications; establish and maintain cooperative and effective working relationships with other departments as required; provide information to the director, employees, administrators, other City departments, government and outside agencies, and the public as necessary; interpret and explain City laws and guidelines, department policies, programs, rules, requirements, and procedures; and resolve problems as necessary.

Prepare a variety of statistical, financial, and administrative reports; research, compile, analyze, and prepare information and statistical and financial data for inclusion into special and periodic reports, documents, proposals, and correspondence related to department operations including documents of confidential nature; review and proof

documents; and evaluate information and recommend alternative courses of action.

Responsible for records management for Public Works Engineering; responsible for scanning procedures in the department; carry out rules and regulations of the State's retention schedule including approving the destruction of records; and oversee and delegate employees to complete a public records request in a timely manner.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- Applicable state laws, City of Kent codes, ordinances, and City and department policies and procedures
- Municipal organization, operations, policies, and objectives
- Principles, policies, and procedures of Public Works administration
- Principles and practices of administration, supervision, and training
- Using correct English, grammar, spelling, punctuation, and vocabulary
- Recordkeeping techniques
- Modern office practices, procedures, and equipment including, but not limited, personal computers and related software such as word processing and spreadsheet programs
- Effective interpersonal skills using tact, patience, and courtesy
- Research and analytical methods, practices, and procedures

SKILLED IN:

- Application of principles and practices of administration, supervision, and training
- Performing research and analysis
- Operation of the tools and equipment listed below
- Following oral and written directions
- Effectively using interpersonal skills in a tactful, patient, and courteous manner
- Effectively organizing and expressing ideas through oral and written communications
- Effectively using telephone techniques and etiquette to properly assist in a diverse assortment of inquiries and people
- Effectively using correct usage of English grammar, spelling, punctuation, and vocabulary

ABILITY TO:

- Perform difficult and complex administrative assistance to relieve the director of administrative details, which may require independent judgment
- Train, supervise, discipline, and evaluate assigned personnel
- Interpret, apply, and explain laws, rules, regulations, contracts, policies, and procedures
- Respond to common inquiries or complaints from personnel, regulatory agencies or the public
- Assemble complex data and prepare reports independently; compose and edit a variety of complex correspondence

- Effectively present information and respond to questions from City Council, top management, groups of managers, clients, customers, the general public, and/or public groups
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs
- Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; analyze situations accurately and adopt an effective course of action
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Establish and maintain effective and cooperative working relationships with others
- Communicate effectively both orally and in writing
- Work confidentially with discretion
- Work independently with minimum supervision
- Plan and organize work in order to meet schedules and timelines
- Operate a variety of standard modern office equipment as listed below
- Embrace the values of the City of Kent and the Public Works Department through the use of behaviors that represent Integrity, Caring, Communications, Teamwork, Innovation, and Achievement.

EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in business administration, public administration, or related

field; and

Experience: Three (3) years of increasingly responsible administrative support experience in a

public setting including one (1) year of supervisory experience.

Or: In place of the above requirements, the incumbent may possess any combination

of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities

listed above.

MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, telephone, fax and copy machine, calculator, projector, and scanner.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use arms, hands, and fingers to reach, handle, feel, or operate objects, materials, tools, equipment, or controls; frequently required to sit, stand, walk, hear, and talk normally with or without mechanical assistance; occasionally required to lift 35 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

SIGNATURES:

The incumbent is required to work primarily indoors in an office setting. The incumbent may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderately quiet.

Incumbent's Signature	Date	Supervisor's Signature	Date
Approval:			
Department Director/Designee	Date	Employee Services Director/Designee	Date

**Note: This document will be reviewed and updated annually at the time of the

employee's performance appraisal; when this position becomes vacant; or, if the

duties of this position are changed significantly.

Revised: 11/28/05; 11/7/07